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## Safety Business Report

For decision:  For noting:

### Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Receives the report.

### Te whakarāpopototanga matua / Executive summary

1. The purpose of this report is to assist the board to meet their due diligence obligations and provide an overview of progress against the Safety, Health and Wellbeing (SHW) Strategy.
2. The dashboard currently reports on a set of metrics that are aligned with best-practice safety governance reporting. It provides a combination of quantitative and qualitative reporting with the intention of drawing attention to key insights and notes of concern. The future focus is to lift visibility on quantitative facts, trend identification and integrate best-practice data-points.
3. The dashboard comprises four sections, Auckland Transport (AT) people, AT physical works contractors, AT public transport operators and Road safety performance. The metrics that do not have the data or process to support inclusion in the reporting period have been omitted. Commentary has been included where applicable to provide visibility of the next steps required to collect and report on the data.

### Ngā tuhinga ō mua / Previous deliberations

4. There are no previous deliberations.

### Te horopaki me te tīaroaro rautaki / Context and strategic alignment

5. In July 2022, AT's plan on a page (the organisational strategic focus) was refined to build further connection to AT's purpose of Easy Journeys and provide clarity of AT's strategic direction. The plan on a page outlines three strategic spotlights, recognising AT's unique position of influence and impact across Tāmaki Makaurau. The spotlights focus on the role AT plays impacting climate change, building trust, confidence and mana (Whirinaki) and a focus on safety and wellbeing in life, work and travel.

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The SHW strategy brings together the building blocks for Transport Safety, Workplace Health, Safety & Wellbeing, and amplifies the combined scale of what safety is, how it fits, and where it happens within our organisation and across our services and delivery programmes. Its purpose is to set the overarching strategic direction and present ways to achieve the highest standards of safety and wellbeing in life, work and travel for the people we employ and work with, and those who use the transport infrastructure and services we provide.

AT has made the commitment to keep our people safe and enable them to keep others safe. We also have made the commitment to deliver a great customer experience and build pride in what we do here at AT. While AT has a number of Safety related and targeted strategies and programmes, until now we have not had a fully integrated, over-arching and enterprise-wide strategy that sits across road, transport and our work activities and environments.

## Ngā matapakinga me ngā tātaritanga / Discussion and analysis

### Progress in reporting period

6. The progression of the new AT Safety Management System (SMS) continues to produce measurable steps to facilitate improved data inclusion for the Safety Business Report and progress against the SHW Strategy. Within this reporting period, the following advancements have been made:
  - a. AT health and safety critical risk implementation and verification plan has been drafted and this plan is under review by owners (Executive General Managers).
  - b. Public transport operator critical risks are identified, and they will be presented to the executive leadership team in December 2022.
  - c. Leadership safety walks rollout to Tier 2 and Tier 3 Managers is being reviewed. Although the progression in Leadership Safety walks has not yet accelerated, workshops with the business and implementation of technology to support the walks is in the final stages and we expect to see growth in the next quarter.
  - d. Leadership Safety training was conducted in October with two cohorts; a total of 39 people leaders from across AT completed the training, including 26 people from high-risk business divisions.
  - e. The AT Checking In pulse survey was conducted in October 2022. The survey is a broader people experience survey which is inclusive of safety related questions. There was a good level of representational participation by business divisions and demonstrated an overall positive shift of the maturity measure from 78% to 81% (+3% points) over the survey period. The survey will be conducted quarterly to monitor employee perceptions related to safety as part of the AT Thrive indices.
  - f. The Safety team are proactively engaging with AT People leaders to ensure that they have the necessary skills and process knowledge to support their understanding of event management within Synergi 2.0. The system upgrade requires people leaders to close out events, therefore increasing knowledge and understanding of safety and what safety events are impacting their people.
  - g. Enhancements of Synergi 2.0 reporting system continue to be developed by the Safety team and Business Technology to improve quality of data. Executive dashboards are being created to support divisional level insights and trends.

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h. A request for 10 years of St John Ambulance summary data has been made. This data will support injury location and injury severity insights.

**Key insights in reporting period**

7. A noteworthy increase of 81% in the number of health and safety events for AT People compared to last month, from 21 to 38.
8. Events identified as critical risks doubled from 14 events in September 2022 to 28 events in October. Violence, Threats and Aggression (VTA) events continue to account for the largest number of reported events for AT People being 60.5% (23 of 38) compared to the previous month of 57.1% (12 of 21), an increase of 3.4 percentage points.
9. A notable increase of 183.3% in the number of events informed as high potential (including near misses) compared to last month, from 6 to 17. 14 are identified as the AT critical risk of VTA.
10. There was an increase of 47.7% in Public Transport (PT) operators in reporting events in Synergi compared to September. In October, there was an increase of 34.2% in events identified as critical risks from 38 events in September to 51 events in October, and four events were identified as high potentials. A 50% increase in events related to violence towards staff (21 in October compared to 14 in September). Training, education, and in-depth consultation work is underway to support greater reporting through Synergi.
11. There was a notable decrease of 62.5% in Physical Works (PW) contractors in events reported in Synergi compared to September. Only three events were reported in Synergi in October compared to eight the previous month. Two events were identified as a critical risk, of which one was identified as high potential (PW contractor's critical risk: Assault towards team members). Refinement on methodology, training and education is underway to support greater reporting through Synergi.
12. An increase in the number of AT learning reviews undertaken has been observed compared to last month, from 2 to 4. The Safety team are building relationships across AT which has resulted in an improved understanding of the work our people undertake every day. The four learning reviews were related to: (1) Sealink Gang Plank, (2) Maritime Project, (3) Slips, Trips & Falls – Service Delivery and (4) VTA – Service Delivery, Parking Officers.
13. Total Recordable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) have a 2.5% decrease (from 8.5 to 8.3) and 0.8% increase (from 3.86 to 3.89) respectively in October for AT people. There were no changes in total recordable injuries, a 50% reduction in lost time injuries and a 3.4% reduction in work hours.
14. We are not forecasted to meet our Death and Serious Injury (DSI) targets at the end of December 2022 for all three indicators. While we are seeing a reduction in road deaths year-to-date (YTD) on both Tāmaki Makaurau and AT roads, we are also noting an increase in serious injuries. Overall, 2022 YTD (January to October) DSI are equivalent to 2021 YTD (January to October) DSI at 489.

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15. The number of lives lost on Tāmaki Makaurau roads using a 12-month rolling average is trending downward from October 2021, while Ministry of Transport reported national deaths increased by 14% for 2022 YTD figures compared to 2021 YTD (from 267 to 305). During this time actual deaths dropped for Tāmaki Makaurau roads with 39 deaths 2022 YTD, compared to 53 deaths 2021 YTD. Actual serious injuries grew 2022 YTD to 450, compared to 436 2021 YTD.

### **Ngā tūraru matua / Key risks and mitigations**

16. There are no risks associated with accepting this report.

### **Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts**

17. There are no financial or resource impacts associated with this report.

### **Ngā whaiwhakaaro ō te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations**

18. Safety is a key strategic spotlight alongside Whirinaki, Climate Change & Sustainability. These spotlights are intrinsically linked in terms of how we drive behavioural change and key outcomes across the system for our people, stakeholders, customers, and communities. Being able to provide assurance against AT's safety performance and progress on our safety ambitions will have a positive environmental impact in the links to supporting safer journeys, delivery of the Safer Speeds programme, and encouraging safer experiences of public and active modes of transport.

### **Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives**

#### **Mana whenua**

19. There are no impacts associated with this report.

#### **Ngā mema pōti / Elected members**

20. N/A.

#### **Ngā rōpū kei raro i te Kaunihera / Council Controlled Organisations**

21. N/A.

#### **Ngā kiritaki / Customers**

22. N/A.

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## Ngā whaiwhakaaro haumarū me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

23. The Safety Business Report relates directly to the health, safety and wellbeing of our people, stakeholders, customers, and communities.

### Ā muri ake nei / Next steps

24. The November and December Safety Business Report will be submitted to the board in February 2023.

### Te whakapiringa / Attachment

Attachment number	Description
1	Safety Business Report – October 2022

### Te pou whenua tuhinga / Document ownership

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